

1       What is claimed is:

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3           1.       A communication assistance system comprising:  
4           a first database having a plurality of listings therein, each of said listings  
5           having at least one contact name and a corresponding contact number;  
6           telephony hardware, the telephony hardware coupling a telephone device  
7           of a user to said system; and  
8           a past requested listing table for at least one of said users of said system,  
9           configured to store past requested listings obtained from said database, as  
10          requested by said user, wherein when said user contacts said system with said  
11          telephone device, said system recognizes said user and forwards said past  
12          requested listing table to an operator terminal of said system.

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14           2.       The communication assistance system according to claim 1,  
15          wherein said telephone device is a mobile telephone.

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17           3.       The communication assistance system according to claim 1,  
18          wherein said listings in said past requested listing table maintain a category field.

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20           4.       The communication assistance system according to claim 3,  
21          wherein said category fields may include designations for any one of restaurant,  
22          1-800 numbers, personal contacts, airlines, hotels, movies and entertainment  
23          listings.

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2           5.     The communication assistance system according to claim 4,  
3     further comprising a top requested listings sub-table configured to store and  
4     organize the most requested listings found in said past requested listing table  
5     based on the designations contained in the category field.